Abstract

A computer program product being embodied on a computer readable medium for using voice data traffic to reproduce a user experience for facilitating troubleshooting at least one of a plurality of VoIP stations, the computer program product including computer-executable instructions for: retrieving packets of the voice data traffic associated with the at least one of the VoIP stations; identifying time stamps associated with the retrieved packets; determining an amount of jitter associated with each of the retrieved packets at least partially dependently upon the identified time stamps; determining whether each of the retrieved packets will fit into a jitter buffer at least partially dependently upon the determined amounts of jitter; dropping select ones of the retrieved packets dependently upon the determining whether each of the retrieved packets will fit into the jitter buffer; and, filling a buffer with at least select ones of the retrieved data packets not dropped.